

Roberts, Timothy-P

From: January, Elizabeth
Sent: Tuesday, April 12, 2022 9:02 AM
To: Roberts, Timothy-P
Cc: Laursen, Myranda
Subject: FW: Lake County Environmental Works Ticket

For your records. Looks like this was likely a system issue, maybe not initially, but it definitely became one due to the draft record not showing up for them to take action on. I believe this was one I recommended letting in, and this further supports that decision.

Elizabeth January
Acting Senior Associate Director for Grants Competition
Office of Grants and Debarment
January.elizabeth@epa.gov
202-564-1584
she/her

From: Brunecz, Michelle <Brunecz.Michelle@epa.gov>
Sent: Tuesday, April 12, 2022 8:42 AM
To: January, Elizabeth <January.Elizabeth@epa.gov>
Subject: FW: Lake County Environmental Works Ticket

Request Entity Assistance with Registration - Previously submitted I GSAFSD5884956 and Tanaka ticket # INC-GSAFSD5891361

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1 comment



derek wilson on 04/11/2022 08:20

[~marci.eaton] - [IAEREQ-4691](#) and this one appears to be surrounding the same scenario. The problem them to get hung at the error message that stated "There is an issue with the status of your entity regis now be resolved. They have started the registration process from the 'ID Assigned' version and because find a match they now have a ticket in with EVS to validate the LBN & Address that was entered. That ti the INC-GSAFSD5929847 ticket if needed.

The cause of the "There is an issue with the status of your entity registration" error message had somet 'draft' record that was showing up in the database but wasn't showing up on the front-end to allow the on.

From: Brunecz, Michelle

Sent: Friday, April 8, 2022 12:03 PM

To: January, Elizabeth <January.Elizabeth@epa.gov>

Subject: RE: Lake County Environmental Works Ticket

SAM/IAE Request for Assistance /  IAEREQ-4733 

Request Entity Assistance with Reg
Previously submitted INC-GSAFSD
Tanaka ticket # INC-GSAFSD58913

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1 update



Changes by **marci eaton** on 04/08/2022 11:30

User Access to Issue: derek wilson, marci eaton, m

1 comment

From: January, Elizabeth <January.Elizabeth@epa.gov>

Sent: Friday, April 8, 2022 7:30 AM

To: Brunecz, Michelle <Bruncz.Michelle@epa.gov>; Laursen, Myranda <laursen.myranda@epa.gov>

Subject: RE: Lake County Environmental Works Ticket

Thank you Michelle!

Elizabeth January
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From: Brunecz, Michelle <Bruncz.Michelle@epa.gov>

Sent: Thursday, April 7, 2022 5:23 PM

To: Laursen, Myranda <laursen.myranda@epa.gov>

Cc: January, Elizabeth <January.Elizabeth@epa.gov>

Subject: RE: Lake County Environmental Works Ticket

Escalated.



[SAM/IAE Request for Assistance](#) / IAEREQ-4733

Request Entity Assistance with Registration ticket # INC-GSAFSD5891361

Edit

Add comment

Assign

More

Start progress

Details

Type:

Request Assistance (SAM / IAE)

Priority:

High

Labels:

None

Requestor:

Michelle Brunecz, 919-541-0736, [brunecz](#)

Requesting Agency:

EPA

Systems:

SAM.gov (Entity Registration/Reporting)

Description of Assistance Requested:

Lake County Environmental Works is a successfully obtained a DUNS & UEI - them in SAM.gov as "ID Assigned".

When attempting to continue the registration is an issue with the status of your entity have contacted the FSD via INC-GSAF tickets have been escalated to Tier 2. The submitter is now out of the country, a notified that something was done and

Per e-mail update 2, it appears a 3rd ticket

From: Laursen, Myranda <laursen.myranda@epa.gov>
Sent: Thursday, April 7, 2022 3:32 PM
To: Brunecz, Michelle <Brunecz.Michelle@epa.gov>
Cc: January, Elizabeth <January.Elizabeth@epa.gov>
Subject: Lake County Environmental Works Ticket

Good Afternoon Michelle,

Attached is an email transmission between us and our colleagues in OAR who we are trying to work with regarding their grant applicants. We spoke last week about needing the case notes and you asked back for their tickets. In the attached email is two attachments that should fulfill your asks. If possible, we would appreciate it SAM can elevate the ticket, as it has been tier 2 since March 24th and there still has yet to be a resolution.

Please let me know if you need anything else from us on our end.

Best -

Myranda Laursen
Program Analyst
(she/they)
U.S. Environmental Protection Agency
Office of Grants and Debarment
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Phone: 202-564-8909